

Terms & Conditions

The Terms & Conditions set out below is a guide for booking the multi-sport courts at Royal Rehab, 235 Morrison Road, Putney, 2112

We like to keep your booking and sports experience as easy and straight forward as possible, so it's important that you take a little time to read the following Terms & Conditions to understand how Royal Rehab manages sports court bookings and events. The facilities are only to be used for recreational activity. Tennis coaches not contracted to or employed by Royal Rehab are not permitted to book the tennis courts for their own commercial use.

For all non recreational activities such as film shoots and other special events, permission from Royal Rehab is required along with a copy of your public liability insurance. Please contact Royal Rehab by [email](#) with the day/date/time of your request and any additional information and we will get back to you shortly.

CREDIT CARD TRANSACTIONS

- All transactions are processed in Australian Dollars

GST

- All Prices quoted within include GST unless otherwise stated

OFFICE HOURS

- Monday to Friday: 08:00 to 17:00
- Saturday & Sunday: CLOSED
- Public Holidays: CLOSED
- Courts are available to book via internet booking page. Court access is via players unique PIN.
- Contact: Tel 9808 9353 | email: Sebastian.vanveenendaal@royalrehab.com.au

TENNIS COURT OPERATING HOURS

- Courts are available for play 365 days per year
- SUMMER (Daylight savings time): 06:00 to 20:00
- WINTER (Non daylight savings time): 06:00 to 18:00
- Courts are accessed by entering a players unique PIN | The same PIN is then used for all subsequent bookings
- Facilities are monitored by 24 hour CCTV



SHOE POLICY

- Non-marking tennis shoes are a condition of use at Royal Rehab to preserve the courts.
- Staff members may request players to change shoes if incorrect footwear is being worn.

PLAYER CODE OF CONDUCT

- Players must follow staff directions at all times. Aggressive behaviour towards staff or other players will not be tolerated.
- [CLICK HERE](#) to view our Code of Conduct.

NO SMOKING POLICY

- In the interests of Public Health and comfort and in line with the [Smoke Free Environment Act 2000](#), smoking is not permitted on the courts, in the changing rooms or within the surrounding administrative areas.

PARKING

- Limited parking is available surrounding the courts on Susan Shardt Way.
- Parking is not permitted in any of the allocated parking spots (identified by white signs).

PLAYER ETIQUETTE

- Please take all your rubbish with you and leave the courts, change rooms and bathrooms clean and tidy for the next player to use and enjoy.
- Early morning and late evening players please be mindful that we are a rehabilitation centre so please be mindful of our clients as well the local residents who live nearby. Try to keep loud conversation and outbursts on court to a minimum.

COMMERCIAL BOOKINGS

- Use of the bookings system is for Individual Use only & is not re-saleable.
- Only tennis coaches authorised by Royal Rehab are permitted to use the facilities for commercial purposes.
- Facility users are not permitted to have non authorised coaches conduct lessons
- Event Management Companies must apply in writing to Royal Rehab outlining the exact details of the event that is to be held, before any booking considerations can be made.
- Royal Rehab reserves the right to cancel any booking it deems is used for tennis coaching without compensation to the coach in question



CANCELLATION POLICY

- **Credits are non refundable.**
- In the event you find the courts wet at the beginning of your booking, it starts raining during your booking or there is heavy dew on the courts please be aware that you play on the courts at your own discretion. A Credit is provided if you consider the courts unplayable. You must notify us by phone: 9808 9353 or e-mail: Sebastian.vanveenendaal@royalrehab.com.au if this is the case.
- Court Hire Monday-Friday **12hrs** cancellation notice
- Court Hire Weekends and Public Holidays **24hrs** cancellation notice
- No shows & last minute cancellations cannot be credited.
- For all pre-paid bookings that are affected by unplayable weather or have been cancelled in the required space of time a credit is given to your player account/profile. Log into the Royal Rehab Court Booking website 'View my Bookings / Account' with your family name and email address to view your credit or phone us if you are unsure.
- Player Credits have a 6 month expiry date from the date the credit is created.
- Royal Rehab does not give cash or credit card refunds for court hire cancellations in the event a player cancels or changes their mind.

CHANGES TO PLAYERS COURT BOOKINGS

Royal Rehab reserves the right to:

- Make price changes without notice.
- Cancel any booking at short notice. (A staff member will contact you and re-assign a different time or give a refund if deemed appropriate).

DOUBLE BOOKINGS

- Royal Rehab does not take responsibility for any booking conflicts.
- It is the client's responsibility to provide evidence of any booking claim.
- Where Royal Rehab is found to be in error, it will do its utmost to rectify the situation within reason.

TIME EXTENSIONS

- Extending your booking is not free of charge. Please check with the office first – if you have booked a court for an hour and play an extra 20 minutes additional court hire fees apply.

USING ADDITIONAL COURTS

- Using additional courts that are not booked and paid for is not free of charge. Please check with Royal Rehab first– If a group of 4 players decide to play singles because the court adjacent is vacant, additional court hire fees will apply.



RISK AND LIABILITY

Where you seek to book the courts via this website then you acknowledge the following risk warning:

- You engage in any recreational activity at your own risk
- You acknowledge the risk warning set out in bold and capitals below and the warning constitutes a risk warning pursuant to the Civil Liability Act 2002 (NSW).
- You acknowledge that you will conduct yourself in a safe and controlled manner at all times.
- You agree to abide by our Code of Conduct which can be viewed at <http://www.royalrehab.com.au/sports-court-bookings/>
- To the maximum extent permitted by law, we exclude all liability to you, including for negligence and whether the loss or damage has occurred to a person or property. Where that liability cannot be excluded, we limit our liability to you to the maximum extent that we are permitted to do so by law.

RISK WARNING: RECREATIONAL ACTIVITIES (INCLUDING ENGAGING IN BASKETBALL, TENNIS, WHEELCHAIR AND OTHER SPORTING ACTIVITIES) INVOLVE A SIGNIFICANT RISK OF PHYSICAL HARM OR PERSONAL INJURY INCLUDING PERMANENT DISABILITY AND/OR DEATH TO PARTICIPANTS. ANY SUCH INJURY OR LOSS MAY RESULT NOT ONLY FROM YOUR ACTIONS BUT FROM THE ACTION, OMISSION OR NEGLIGENCE OF OTHERS. PLEASE READ AND OBEY ALL SIGNS.



CODE OF CONDUCT

We hope you enjoy your experience using our facility while without impacting on the ability for other users around you and future users to enjoy their experience.

Please adhere to the below principles of the Code and Conduct.

1. Non-Marking shoes must be worn while using the courts
2. Respect the rights, dignity and worth of every player regardless of their gender, age, ability, cultural background or religion
3. Aggressive or abusive behavior will not be tolerated
4. Smoking, illicit drugs and the consumption of food and alcohol is prohibited.
5. Please take all your rubbish with you and leave the courts, change rooms and bathrooms clean and tidy for the next player to use and enjoy.
6. Early morning and late evening players please be mindful of the Rehabilitation Centre and local residents who live nearby. Try to keep loud conversation and outbursts on court to a minimum.
7. In the event you find the courts wet at the beginning of your booking, it starts raining during your booking or there is heavy dew on the courts please be aware that you play on the courts at your own discretion.
8. The following activities are not allowed on the courts:
 - a. Baseball or other hardball activities
 - b. Biking, skateboarding, roller skating, or any activity with wheels (excluding wheelchairs)
 - c. Soccer
 - d. Using the tennis net for any alternate activity
 - e. Dunking or swinging from the basketball hoops
 - f. Any activity that may cause damage to the facility
9. Court access is via the unique PIN received when booking the court, if PIN is not working please contact 0466 796 588

Failure to follow this code of conduct will result in your removal from the courts and future access will be discontinued

Contact Details

Community Recreation Service

T: 02 9808 9353

M: 0466 796 588

E: Sebastian.vanveenendaal@royalrehab.com.au